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7-18-03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Group Art Unit: 3629

DAVID JOHN FORD, ET AL.

Examiner: Unknown

Serial No.: 10/064,962

Filed: September 4, 2002

For: ONLINE METHOD AND SYSTEM FOR ADVISING  
CUSTOMERS ON SERVICE NEEDS, FACILITATING THE  
SCHEDULING OF VEHICLE SERVICE APPOINTMENTS,  
AND CHECKING VEHICLE SERVICE STATUS

Attorney Docket No.: FMC 1438 PUS / 201-1431

**SUPPLEMENTAL  
INFORMATION DISCLOSURE STATEMENT**

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U.S. Patent & Trademark Office  
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Sir:

In compliance with the duty of disclosure under 37 C.F.R. § 1.56 and § 1.97-1.98, the references listed and identified on the attached Forms PTO/SB08A and PTO/SB08B are being submitted herewith for consideration by the Examiner.

While this Statement is being filed in compliance with the duty of disclosure, citation of the attached references is not to be construed as an admission that any of the reference(s) are "material" as defined under 37 C.F.R. § 1.56(b).

**CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8**

I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Commissioner for Patents, U.S. Patent & Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450 on:

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Matthew M. Jakubowski  
Name of Person Signing

Matt Jakubowski  
Signature

A copy of each reference listed on the attached Forms PTO/SB08A and PTO/SB08B is included herewith. Consideration and entry into the record of these references is respectfully requested.

Respectfully submitted,  
**DAVID JOHN FORD, ET AL.**

By: Matthew M. Jakubowski  
Matthew M. Jakubowski  
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Date: 7/3/3

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\* Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. \* Applicant is to place a check mark here if English language translation is attached.



<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  (use as many sheets as necessary)				<b>Complete if Known</b>	
				Application Number	10/064,962
				Filing Date	September 4, 2002
				First Named Inventor	David John Ford et al.
				Group Art Unit	3629
				Examiner Name	Unknown
Sheet	1	of	2	Attorney Docket Number	FMC 1438 PUS / 201-1431

**OTHER PRIOR ART -- NON PATENT LITERATURE DOCUMENTS**

Examiner Initials	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
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Examiner Initials *	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			T <sup>2</sup>
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